



**Client:**

Etihad Airways, Abu Dhabi, United Arab Emirates (National Carrier of UAE)  
Awarded 'world's leading airline' three years in a row

**Industry:**  
Aviation

**Annual Revenue:**  
US\$4.1 billion

**Employees:**  
9,000 and growing

**Network:**

Over 85 Passenger and Cargo destinations in more than 55 countries  
Operating more than 1300 flights per week

**Technology:**

Oracle Application Framework

**Customizations:**

Accounts Payable  
Budgetary Control  
Human Resource System



**NEED:**

At Etihad Airways, uniforms are one of the employee entitlements and every employee is allotted set number of uniforms every year under different title: initial issue, yearly entitlement, damaged on duty, damaged by third party and purchase.

Their existing process of Uniform Management System for uniform distribution was run on a form based, Java Applet program, which involved a lot of manual management.

Fully automated user friendly interface between user and service provider, with integrated database from vertical modules.

**CHALLENGE:**

The order tracking and distribution of uniforms was completely handled by the Store manager.

Form based process being used for Uniform Management System is not supported by oracle any longer and hence interfacing with Accounts Payable, Budgetary Control and Human Resource Systems became impossible.

The store had to keep records of over 5000 uniform users across departments; their prerequisites, used and outstanding benefits, in addition to re-ordering, receiving, storing and distribution.

The single point access process brought down efficiency and cost went high.

On the other hand, to the users, there was no easy access, visibility or control.

Delay in delivery due to manual approvals.

Lack of efficiency, spiraling out of having to cater to large user base from a single point access process.

## WHY ORACLE APPLICATION FRAMEWORK ?

This framework developed by Oracle Corporation for application development within the Oracle E-Business Suite(EBS) excels at creating 3-tier web-based applications. The framework maintains all security features.

One of the most important features of OA framework model is that it facilitates the customization of existing modules and also allows development of new Self Service Web Application modules. OA Framework provides benefits of productivity, scalability, and customization. Although the OA Framework is J2EE based, it can work on other industry standards like HTML, XML, Java, JSP, SQL and Web Services.

These high-up features of OA Framework was utilized to create an application that would build a common base for the user and the service provider to interact directly from remote location.

## THE SOLUTION:

Arowana Consulting developed an end to end automated process on HTML, called Uniform Management system (iStyle), leveraging on Oracle Application Framework. It facilitates easy maintenance and is also adaptable to business changes.

iStyle is an interface between uniform user and the store manager, where the user places order online and the store manager reviews the order and issues it without delay. The module keeps track of every activity related to uniform of a particular employee, not just for ordering a new set but resizing and returning the existing ones as well. This makes ordering visible and the approvals easy.

iStyle integrates with various vertical Oracle modules such as Accounts Payable, Budgetary Control and Human Resource Systems to manipulate data and generate desired results.

Excels at creating web based applications integrating existing oracle modules. Good tool to improve productivity, scalability and customization.

End to end automated process with improved service and security, with equal control to management, user and service provider.

### BENEFITS

Self Service based application where user and service provider are directly interfaced.

Complete Automation of the existing UMS system using web-based application.

UMS built on a new Oracle technology called Oracle Application Framework which provides easy to use web-based application.

Helps manage data integrity due to user interface.

Helps maintain Data ownership.

Helps auditing with simple yet descriptive reports.

All transactions tracked by workflow notifications and alerts which can be accessed/acted upon via email as well.